



Data and Privacy File Guides

AppleCare Repairs and Service

July 2022

File name AppleCare Repairs and Service.csv

File description Repairs created in a Retail store or via a call to an Apple Advisor.

Why Apple keeps this information Apple retains this information to log issues that may be experienced with a particular device, in order to troubleshoot any further issues, communicate with the device owners or document recurring issues.

Plan Protection Provider Apple is providing any AppleCare Services data we hold on behalf of your Protection Plan Provider. If AppleCare Services data files are provided, they will be identified with your Protection Plan Provider's name.

Field Name	Details
Address 1	Address (first line) of the customer repair contact
Address 2	Address (second line) of the customer repair contact
Address 3	Address (third line) of the customer repair contact
Address 4	Address (fourth line) of the customer repair contact
Apple ID Number	Apple account identifying number
City	City of the customer repair contact
Country	Country of the customer repair contact
Customer Tax ID	Unique tax number for the customer
Email	Email address of the customer repair contact
First Name	First name of the customer repair contact
IMEI	International Mobile Equipment Identity number of the device
Last Name	Last name of the customer repair contact
Phone Number	Phone number of the customer repair contact
Postal	Postal code of the customer repair contact
Repair Created Date	The date the repair was created
Repair Number	Unique number assigned for each repair created
Serial Number	Serial Number of the device under review or repair

Field Name	Details
Store	Store Location ID to identify the unique store